

## Switchboard Operators, Including Answering Service (43-2011)

**Occupation description:** Operate telephone business systems equipment or switchboards to relay incoming, outgoing, and interoffice calls. May supply information to callers and record messages.

### Employment and Job Openings

	Average employment			Average annual openings		
	2010 estimate	2020 projection	Percent change	Growth	Replacement	Total
Alaska	186	186	0.0	0	3	3
United States	142,500	109,300	-23.3	0	2,760	2,760

#### Job outlook

**Alaska:** Alaska's employment growth is low with low employment opportunities. [Read more.](#)

### 2013 Wages ?

	Mean Wage and 95% Confidence Interval			Wage by Percentile		
	Low	Mean	High	10th	Median	90th
United States	n/a	13.11	n/a	8.86	12.45	18.37
Alaska	14.39	15.23	16.07	10.08	15.35	20.52
Anchorage/Mat-Su Area (MSA)	13.42	14.41	15.40	9.58	14.26	19.11

### Labor Force Indicators

#### 2012 Worker Characteristics

Total workers	Nonresident workers	Percent nonresident	Percent age 45 plus	Percent age 50 plus
221	16	7.2	35.5	25.1

#### 2012 Potential Supply

Qualified but working in another occupation	50
Currently employed in a lower paid occupation	6
UI claimants previously working in occupation	26

#### 2012 ALEXsys Employment Data

Number of registrants	237
Number of job position postings	26
Ratio of registrants to job position postings	9.1

### Typical Entry-level Education, Experience, and/or On-the-job Training

**Education:** High school diploma or equivalent

**Work experience:** None

**On-the-job training:** Short-term on-the-job training

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